Amendments to the Claims

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1.   (Currently Amended) A method for managing workplace services provided to a plurality of users who are members of an organization by means of a computer system having a memory and connected to a network, the method comprising:

    (a)   upon a request from the organization, using a workplace resources office to contact the plurality of users and to obtain background information for the plurality of users and the organization;

    (a<u>b</u>)   creating a database in the computer system memory, the database containing, for each of the plurality of users, user background information and user identifying information;

    (c)   connecting the workplace resources office to the computer system and the database via the network in order to store the background information for the plurality of users and the organization obtained by the workplace resources office in the database;

    (b<u>d</u>)   establishing a communication session between one of the plurality of users and a specialist in order that the specialist can provide assistance on a specific workplace issue assistance to the users that user wherein, during each communication session, the specialist receives user identifying information from a that user, uses the received identifying information to access and retrieve client user background information for that user from the database via the network, which information was previously stored in step (c), and uses the background information to provide specific, live assistance to the user concerning the specific workplace issue; and

24   (ɘ̶e)   storing in the database <u>over the network</u> information concerning each

25   communication session between a̶ <u>that</u> user and the specialist and adding

26   the stored communication session information to the client background

27   information for t̶h̶e̶ <u>that</u> user.

1   2.   (Original) The method of claim 1 wherein the communication session is a

2   telephone call.

1   3.   (Original) The method of claim 1 wherein the communication session is an e-mail

2   message.

1   4.   (Canceled).

1   5.   (Canceled)

1   6.   (Currently Amended) The method of claim 5̶ <u>1</u> wherein the network is the

2   Internet.

1   7.   (Currently Amended) The method of claim [[4]] <u>1</u> wherein the user identifying

2   information is a unique personal ID code.

1   8.   (Original) The method of claim 7 wherein the workplace resources office assigns

2   the personal ID code to each of the plurality of users.

1   9.   (Original) The method of claim 1 wherein step (a) comprises:

2   (a3)   establishing a web site connected to the database by the Internet; and

3   (a4)   using the web site to collect the background information from each of the

4   plurality of users.

1   10.   (Original) The method of claim 9 wherein the web site assigns a personal ID
2   code to each of the plurality of users.

1   11.   (Original) The method of claim 1 wherein the specialist is connected to the
2   database via the Internet and wherein in step (b) the specialist obtains the user
3   identifying information verbally from the user, enters the user identifying
4   information into the database via a web interface and receives the user
5   background information via a web browser.

1   12.   (Original) The method of claim 1 wherein in step (c) the specialist assigns the
2   communication session information to one of a plurality of predefined categories
3   and the assigned category is stored with the communication session information
4   and the user background information.

1   13.   (Currently Amended) The method of claim 12 further comprising:
2   (d)   performing a query on information in the database and, generating a
3   report from the query <u>and providing the report to the organization</u>.

1   14.   (Original) The method of claim 13 wherein the query is performed on category
2   information in the database.

1   15.   (Original) The method of claim 1 further comprising:
2   (e)   using a workplace resources office to generate a templated web site that
3   is accessible by the plurality of users via the Internet.

1   16.   (Original) The method of claim 15 further comprising:
2   (f)   publishing workplace issue information on the templated web site by
3   sending the workplace issue information from the database to the
4   templated web site.

1   17.   (Currently Amended) Apparatus for managing workplace services provided to a

2   plurality of users who are members of an organization by means of a computer

3   system having a memory and connected to a network, the apparatus comprising:

4   upon a request from the organization, a mechanism that uses a workplace

5   resources office to contact the plurality of users and to obtain background

6   information for the plurality of users and the organization;

7   a database created in the computer system memory, the database

8   containing, for each of the plurality of users, user background information and

9   user identifying information;

10   a mechanism that connects the workplace resources office to the

11   computer system and the database via the network in order to store the

12   background information for the plurality of users and the organization obtained by

13   the workplace resources office in the database;

14   a communication mechanism that establishes a communication session

15   between one of the plurality of users and a specialist in order that the specialist

16   can provide assistance on a specific workplace issue assistance to the users that

17   user wherein, during each communication session, the specialist receives user

18   identifying information from a that user, uses the received identifying information

19   to access and retrieve client background information for that user from the

20   database via the network, which information was previously stored by the

21   mechanism that connects the workplace resources office to the computer system

22   and the database, and uses the background information to provide specific, live

23   assistance to the user concerning the specific workplace issue; and

24   a knowledge management system that, under control of the specialist,

25   stores in the database over the network information concerning each

26   communication session between a that user and the specialist and adding adds

27   the stored communication session information to the client background

28   information for the that user.

1   18.   (Original) The apparatus of claim 17 wherein the communication session is a

2   telephone call.

1   19.   (Original) The apparatus of claim 17 wherein the communication session is an e-

2   mail message.

     20.   (Canceled).

     21.   (Canceled).

1   22.   (Currently Amended) The apparatus of claim 2̶1̶ 17 wherein the network is the

2   Internet.

1   23.   (Currently Amended) The apparatus of claim 2̶0̶ 17 wherein the user identifying

2   information is a unique personal ID code.

1   24.   (Original) The apparatus of claim 23 wherein the workplace resources office

2   assigns the personal ID code to each of the plurality of users.

1   25.   (Original) The apparatus of claim 17 further comprising:

2   a web site connected to the database by the Internet; and

3   a mechanism that connects each of the plurality of users to the web site in

4   order to collect the background information from each of the plurality of users.

1   26.   (Original) The apparatus of claim 25 wherein the web site assigns a personal ID

2   code to each of the plurality of users.

1   27.   (Original) The apparatus of claim 17 further comprising a web interface

2   connecting the specialist to the database via the Internet so that the specialist

3   can obtain the user identifying information verbally from the user, enter the user

4   identifying information into the database via a web interface and receive the user

5   background information via a web browser.

1 28. (Original) The apparatus of claim 17 wherein the specialist uses the knowledge

2   management system to assign the communication session information to one of

3   a plurality of predefined categories and to store the assigned category with the

4   communication session information and the user background information.

1 29. (Currently Amended) The apparatus of claim 28 further comprising:

2   a mechanism that performs a query on information in the database and ,

3   generates a report from the query and provides the report to the organization.

1 30. (Original) The apparatus of claim 29 wherein the query is performed on category

2   information in the database.

1 31. (Original) The apparatus of claim 17 further comprising:

2   a publication mechanism that generates a templated web site that is

3   accessible by the plurality of users via the Internet.

1 32. (Original) The apparatus of claim 31 wherein the publication mechanism

2   publishes workplace issue information on the templated web site by sending the

3   workplace issue information from the database to the templated web site.

1 33. (Currently Amended) A computer program product for managing workplace

2   services provided to a plurality of users who are members of an organization by

3   means of a computer system having a memory and connected to a network, and

4   wherein upon a request from the organization, a workplace resources office

5   contacts the plurality of users to obtain background information for the plurality of

6   users and the organization, the computer program product comprising a

7	computer usable medium having computer readable program code thereon,
8	including:
9	program code for creating a database <u>in the computer system memory,</u>
10	<u>the database</u> containing, for each of the plurality of users, user background
11	information and user identifying information;
12	<u>program code for connecting the workplace resources office to the</u>
13	<u>computer system and the database via the network in order to store the</u>
14	<u>background information for the plurality of users and the organization obtained by</u>
15	<u>the workplace resources office in the database;</u>
16	program code for establishing a communication session between <u>one of</u>
17	the plurality of users and a specialist in order that the specialist can provide
18	<u>assistance on a specific</u> workplace issue ~~assistance~~ to ~~the users~~ <u>that user</u>
19	wherein, during each communication session, the specialist receives user
20	identifying information from ~~a~~ <u>that</u> user, uses the received identifying information
21	to access and retrieve ~~client~~ <u>user</u> background information for that user from the
22	database <u>via the network, which information was previously stored by the</u>
23	<u>program code for connecting the workplace resources office to the computer</u>
24	<u>system and the database,</u> and uses the background information to provide
25	<u>specific, live</u> assistance to the user <u>concerning the specific workplace issue</u>; and
26	program code storing in the database information concerning each
27	communication session between a user and the specialist and adding the stored
28	communication session information to the client background information for the
29	user.

| 1 | 34. | (Original) The computer program product of claim 33 wherein the communication |
| 2 | | session is a telephone call. |

| 1 | 35. | (Original) The computer program product of claim 33 wherein the communication |
| 2 | | session is an e-mail message. |

1   36.   (Canceled).

1   37.   (Canceled).

1   38.   (Currently Amended) The computer program product of claim ~~37~~ 33 wherein the

2   network is the Internet.

1   39.   (Currently Amended) A computer data signal embodied in a carrier wave for

2   managing workplace services provided to a plurality of users who are members

3   of an organization by means of a computer system having a memory and

4   connected to a network, and wherein upon a request from the organization, a

5   workplace resources office contacts the plurality of users to obtain background

6   information for the plurality of users and the organization, the computer data

7   signal comprising:

8   program code for creating a database in the computer system memory,

9   the database containing, for each of the plurality of users, user background

10   information and user identifying information;

11   program code for connecting the workplace resources office to the

12   computer system and the database via the network in order to store the

13   background information for the plurality of users and the organization obtained by

14   the workplace resources office in the database;

15   program code for establishing a communication session between one of

16   the plurality of users and a specialist in order that the specialist can provide

17   assistance on a specific workplace issue ~~assistance~~ to ~~the users~~ that user

18   wherein, during each communication session, the specialist receives user

19   identifying information from ~~a~~ that user, uses the received identifying information

20   to access and retrieve ~~client~~ user background information for that user from the

21   database via the network, which information was previously stored by the

22   program code for connecting the workplace resources office to the computer

23		<u>system and the database,</u> and uses the background information to provide
24		<u>specific, live</u> assistance to the user<u> concerning the specific workplace issue</u>; and
25		program code storing in the database information concerning each
26		communication session between a user and the specialist and adding the stored
27		communication session information to the client background information for the
28		user.
1	40.	(New) The method of claim 1 wherein the workplace resources office is not part
2		of the organization.
1	41.	(New) The method of claim 1 wherein the specialist is not part of the
2		organization.
1	42.	(New) The apparatus of claim 17 wherein the workplace resources office is not
2		part of the organization.
1	43.	(New) The method of claim 17 wherein the specialist is not part of the
2		organization.
1	44.	(New) The computer program product of claim 33 wherein the workplace
2		resources office is not part of the organization.
1	45.	(New) The computer program product of claim 33 wherein the specialist is not
2		part of the organization.
1	46.	(New) The computer data signal of claim 39 wherein the workplace resources
2		office is not part of the organization.
1	47.	(New) The computer data signal of claim 39 wherein the specialist is not part of
2		the organization.

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